

KNOXVILLE 311 CENTER FOR SERVICE INNOVATION



CITY OF KNOXVILLE

City of Knoxville 311 Service Requests – August 2017

Category	Total Cases	% On Time
Daily Service & Repairs		
Public Service	609	87.53%
Solid Waste	567	95.77%
Infrastructure: Engineering		
Traffic	242	66.94%
Civil	30	100.00%
Storm water	69	97.10%
Property Maintenance, Zoning, Permitting, & Enforcement		
Building Inspections	91	75.82%
Zoning	15	46.67%
Codes Enforcement	2156	95.70%
Parks & Recreation		
Parks & Recreation	35	100.00%
Total Service Requests	4185	92.50%*

*As of 10/3/17 there are still 287 total service requests open for the month of August

■ Above Standard
 ■ Average
 ■ Needs Improvement

Top 5 Service Requests Received

Service Request Category	Total Number	Average Days Open
Codes Enforcement: Lot Complaint	1964	17.1
Solid Waste: Missed Trash Pickup	468	2.7
Municipal Court	137	1.6
Codes Enforcement: Structure Complaint	105	4.6
KUB Referral	100	.5